

## Alternative dispute resolution for private investors/clients

Universal-Investment is affiliated to the “Ombudsstelle für Investmentfonds des BVI”, the ombudsman for the German asset management industrie. Private investors/ clients can appeal to the “Ombudsstelle für Investmenfonds” to settle disputes with the company. This arbitration body provides for settlement of disputes with regard to the German Investment Act by an independent and neutral ombudsman. Further details are set out in the “Rules of procedure of the Ombudsstelle für Investmentfonds des BVI”. Requests for arbitration should be addressed in writing to: Büro der Ombudsstelle des BVI, Unter den Linden 42, 10117 Berlin.

More information about the arbitration body and its arbitration scheme is available under [www.ombudsstelle-investmentfonds.de](http://www.ombudsstelle-investmentfonds.de)

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